



# Office of the CIC Ombudsman Annual Report Overview

Heather Gillespie, CIC Ombudsman 11.8.2020

# Numbers

- › 1,326 Phone Calls
- › 2,791 Emails
- › 190 Total Complaints
  - 47% Property Owners' Association
  - 27% Time-Shares
  - 25% Condominium Associations

# Complaints

- › Failure to respond to submitted complaint
- › Failure to adopt association complaint procedure
- › Meeting notice
- › Access to Books and Records
- › Time-share complaints – misrepresentation during sales presentation
- › New online video
- › No referrals to investigations

# COVID-19

- › Fully virtual board meetings per amendments to Appropriations Act
- › Virtual member meetings, specifically annual meetings
- › Consideration of association complaints
- › Application of Nonstock Corporation Act
- › Association amenities and common areas



# Contact Information

Office of the Common Interest Community  
Ombudsman

9960 Mayland Drive, Suite 400

Richmond, VA 23233

[cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov)

(804) 367-0373